

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. ATT who is now Cingular provided horrible service and a multitude of lame rules to keep me stuck as a customer with their contract, paying for lousy service. I am finally free and would never go back. Beware of whats written in the small print and what is not written, but is an "official rule". They will rip you off. And check your bills, they repeatedly overcharge you if you dont always watch them and spend hours on the phone correcting their mistakes (always in their favor). The FCC certainly needs to take them to task and make them clean up their act.

So far Verizon has been honest, provided good service, and are pleasant to work with. I reccomend using them as a model of a good company.

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,  
Donna Marks